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Docket No.: 30004631-03 (1509-222)

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

: ATTN: BOX ISSUE FEE

Rycharde Jeffery HAWKES et al.

: Confirmation No. 1543

U.S. Patent Application No. 09/977,494

: Group Art Unit: 2157

Filed: October 16, 2001

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: Examiner: Moustafa M. MEKY

For: CONTACT CENTER

AMENDMENT UNDER 37 CFR 1.312Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Under the provisions of 37 CFR 1.312, please enter the following amendment:

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Docket No.: 30004631-03 (1509-222)

Application No.: 09/977,494

IN THE TITLE

Please amend the title as follows:

Contact Center System and Method for Specifying Different Service Specific Behaviours and Offering Range of Corresponding Customer Services